



Information Technology Board Meeting Agenda

Meeting Date:	03/15/2005	Meeting Time:	9:30-11:00am
Chairman:	Robert J. Clifford	CIO:	Dave Mockert

Minutes:

- ♦ Approval of February 15, 2005 meeting minutes

Status Updates:

- ♦ ISA Report
- ♦ ISA Financial Report
- ♦ IT Team
- ♦ CivicNet Report

Discussion Items:

- ♦ CIO Search Update
- ♦ JTAC Status
- ♦ Property System

Action Items:

- ♦ Resolution to Award Strategic Planning Request for Service

New Business:

- ♦ The next scheduled IT Board meeting is on April 19 at 9:30 AM in room **260**

Adjourn

Attachment:

- ♦ Contracts < \$100,000
-



Information Technology Board Meeting Minutes

Meeting Date:	02/15/2005	Building/Floor/Room:	C/C, 2 nd floor, Room 260
CIO:	Dave Mockert	Chairman:	Bob Clifford

Board Members Present: Robert Clifford, Linda Enders, Dr. Thomas Inui, Major Ron Meadows, Terry Nelson, Paul Ricketts, Doris Anne Sadler

Staff Present: Paul Belch, Nadeen Biddinger, Darlene Cunningham, Bryon Davis, Beverly Dillon, Jim Effinger, Kathy Fluke, Jim Flynn, Virginia Francis, Bill Horan, Greg Jordan, Mark Kastilahn, Lori Kuhn, Joe Lex, Cynthia Longest, Shawn McTush, Rick Neal, Jim Nelson, Kevin Ortell, Sarvjit Pabla, Shital Patel, Dan Pavey, Mark Renner, David Rutherford, Giesla Schepers, Jill Snodgrass, Ahmed Soliman, Andy Swenson, Marv Thornsberry, Tom Tierney, Bruce Turner, Diana Turner, Ed Vargo, Randy Williams

Visitors: Joel Buege and Beth Malloy, Premis Consulting Group, Inc; Rick Hammond, Woolpert, Jan Raffauf, L-3 Communications, Tom Watts, GlobeTech Exchange, Arleen Acton and Laura Lindenbusch, CivicNet

Mr. Clifford called the meeting to order at 9:35.

Minutes Approval:

Mr. Clifford asked for approval of the January 25, 2005 IT Board Minutes. A motion was made to approve the minutes as submitted. The motion was seconded and passed unanimously.

Status Updates:

Mr. Mockert stated the ISA report would stand as submitted. He introduced new employees Mark Kastilahn and Sarvjit Pabla, Northrop Grumman; Leroy Wilson, Cyberdyne. Mr. Mockert thanked Gary Johnson, Jason Li and Dan Moses for their years of quality service.

Ms. Patel presented the ISA Financial Report, including the new financial structure. Statistics for ISA expenses and revenues for January were reviewed. Ms. Patel is continuing to work towards simplifying the chargeback billing and invoicing system.

The Civicnet Report stands as submitted.

Ms. Enders requested that future reports include departmental plans as well as accomplishments.

Mr. Mockert updated the IT Board on the Strategic Plan Request for Services (RFS) including the Schedule of Activities. The RFS process is similar to the Request for Proposal (RFP) however it is not as formal. Mr. Mockert continued that the review committee would look at local firms and take in consideration the inclusion of minority businesses. The committee will be focused on receiving the best quality of work for the dollars spent.

In response to Ms. Enders, Mr. Clifford explained that guidelines for a strategic plan were set in 2003 however no formal board action was taken at that time.



Information Technology Board Meeting Minutes

Discussion Items:

CIO Search Update

Mr. Meadows presented the update on the CIO search. February 15, 2005 is the last day applications will be accepted. One hundred and sixty-four applications have been received.

The subcommittee will reduce the number of applicants to a reasonable quantity prior to any interviews taking place.

Action Items:

1. Appointment of a Subcommittee of the Enhanced Access Review Committee to plan future strategy for provision of access to Public Records

A motion was made to approve the Enhanced Access Review Committee Subcommittee members as:

Andy Frazier, Mayors Office
Andy Swenson, Department of Metropolitan Development
Ahmed Soliman, ISA
A representative from Corporation Counsel
Doris Anne Sadler, Marion County Clerk
Kathy Price, Perry Township Assessor

The motion was seconded and approved unanimously.

2. Resolution 05-06/Recognizing Greg Jordan for his service as Chairman of the Enhanced Access Review Committee

Mr. Jordan shared his experience with the Enhanced Access Review Committee. He enjoyed working with the agencies and determining their needs, and how best to address them. He continued that he feels there are more opportunities available. The challenge is how to market the technology, get more applications, and convey the information to the agencies. The goal is to provide the taxpayers with information without increasing staff.

Mr. Clifford read Resolution 05-06. A motion was made to accept the resolution. The motion was seconded and passed unanimously.

Mr. Jordan expressed his appreciation for the recognition.

3. Resolution 05-07/Court Lease

Bruce Turner spoke regarding Marion County Courts desire to execute a new lease schedule against the Master Lease agreement established in 2001.

The new equipment will be compatible and desktop ready for JTAC CMS.

For clarification, Mr. Turner stated the equipment is not less expensive but leasing does facilitate budgeting and encourages refreshing the equipment on a schedule.

Mr. Clifford requested future solutions be global solutions facilitating enterprise-wide cost efficiency and standardization. He understands the difficulty considering the number of elected officials and their respective budgets but prefers to avoid piece-meal purchases.



Information Technology Board Meeting Minutes

A motion was made to approve Resolution 05-07. The motion was seconded and passed unanimously.

Mr. Turner offered to address enterprise-wide solutions to the Board at their request.

Other Business:

Mr. Clifford opened discussion on the property system. This discussion was tabled at an earlier IT Board Meeting. The original discussion had proposed ISA assist on the RFP. Due to the urgency of the matter the assessors initiated the process to write an RFP.

Mr. Ricketts has been very involved in this effort and extended an invitation on behalf of Crowe Chizek to anyone who would like to be involved. He would like to see the GIS division of ISA and DMD participate.

Ms. Enders asked where the RFP for the property system fits in the financial structure of City County Government.

Mr. Clifford explained that the assessors have their own fund.

Mr. Ricketts continued that other counties have expressed interest. Inefficiencies in the old system necessitate significant re-programming every time there is a legislative change. This was obviously costly.

The next scheduled IT Board meeting is on March 15, 2005.

The meeting adjourned at 10:40.



ISA Report to the IT Board

February ISA Activities:

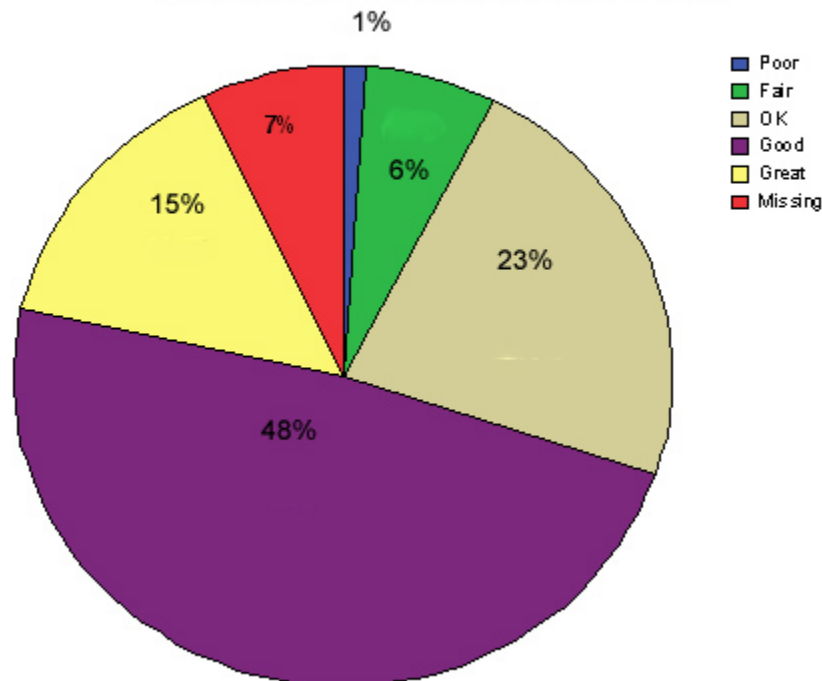
Business Relationship Management Division:

Training and Communications:

The ISA Customer Opinion benchmarking survey that was sent out last month has been completed. The raw data is being reviewed and a more detailed analysis will be shared with the Board at the April 19 meeting. Highlights include:

- 782 total responses were received. This included 149 staff with budget and/or management decision-making authority and 45 ISA staff.
- The fundamental baseline question solicited respondents' impression of the information technology services received in 2004. 67% said "good" or "great" and 30% said "ok" or "fair." Only 1% said "poor".

What was your overall impression of the information technology services you received in 2004?



- One question posed to decision makers was whether ISA staff were knowledgeable about technology supported. 70% felt this was "important" or "very important" and 86% were "satisfied" or "very satisfied."

- Another question posed to decision makers was whether inquiries were responded to in a timely fashion. 66% felt this was “important” or “very important” and 79% were “satisfied” or “very satisfied.”
- A third question posed to decision makers was whether ISA management demonstrates a desire to deliver excellent customer service. 81% felt this was “important” or “very important” and 79% were “satisfied” or “very satisfied.”

All respondents were given an opportunity to give comments or request that they be contacted. Business Relationship Managers monitored the comments weekly and contacted respondents on an ongoing basis. Comments fell into three broad categories: Praise, Problems, and Requests.

Praise examples included:

- “I have been very happy with the quality and speed of service.”
- “You guys are doing a great job! Keep up the good work!”
- “I always feel very confident when contacting the help desk.”

Problem examples included:

- “Why does it take forever – literally months to have surplus equipment picked up?”
- “I avoid calling (the help desk) at all times.... Help desk persons need more authority and capability to handle issues from their workspace.”
- “Need to do better follow-up.”

Request examples included:

- “I would like to see focus on improving the current applications and improving our website before NEW applications are thrown in the mix.”
- “I would like to know if there is a way to stop/reduce the spam I am receiving.”
- “Need more classroom training on GroupWise.”

Business Relationship Managers:

In February, the Business Relationship Managers continued to have introductory meetings with departments and agencies as well as working on ongoing projects. The two major focus areas for March will be assisting customers with completing their 2006 IT Budget Questionnaires and assisting the Strategic Plan consultant in kicking off the planning process.

Operations/PMO Divisions:

ISA’s Management Team, along with two key customers reviewed the responses from four vendors to provide Management Consulting Services to prepare a Strategic Plan for the City/County. The recommendations from this team will be presented to the IT Board for approval.

Northrop Grumman will be hosting a Quality Control workshop in late March for the ISA/Northrop/DAI Management Team to gather consensus on process and documentation for everyday activities.

There is a two-day Technology Awareness activity scheduled for April for a number of vendors who do business with the City and County to showcase their latest software, hardware or technical solutions and how these solutions could improve the City/County

environment or business processes. Interested staff from ISA and City/County departments and agencies are encouraged to attend.

The Standards and Policies Committee was formed and led by the Chief Technical Officer. At the first meeting Wiring Standards were reviewed and approved for all infrastructure wiring projects in any City/County occupied facility. The Committee will be tackling other activities in their next meeting to include Printer Standards, Storage Management Policy Development, PC Minimum Configuration and Security Policies.

During February, Northrop Grumman continued to refine the Siebel help desk tool set in order to be responsive to the needs of the City/County. Many enhancements were added for Service Level Requirement monitoring and reporting. In addition Siebel technical experts have been onsite in Indianapolis to develop and test required modifications. While here this expertise has also been conducting user education. The Siebel system modifications will facilitate improved service delivery. The education will ensure all Siebel users input and handle tickets in a standard manner.

Over 100 Help Desk Processes and Procedures were entered into the Kanisa Knowledge database. These Process and Procedures are being reviewed with ISA and are the foundation of the standardization being brought to bear on the help desk operation. More processes and procedures will be added on an as required basis to ensure that the help desk operation in Indianapolis keeps pace with changes in the industry. Northrop is currently working to solve some technical issues surrounding ISA access to Kanisa.

The Asset Management system chosen for the Indianapolis engagement is LEX. LEX has been loaded with the Asset information from the former system, HAT (Heat Asset Tracker). While the data being loaded is voluminous, it is incomplete in some areas and ISA, City/County Departments and Northrop Grumman are partnering to ensure the data is comprehensive. A work group and a plan have been put into place to ensure the data accuracy meets expectations at budget development time so proper forecasting can be accomplished.

Hewlett Packard OpenView (HP OpenView) is a network-based product that will sample the health of all network-connected devices and send health reports for technical staff review. This will allow staff more visibility into the network and connected devices. HP OpenView will also allow upper and lower limits to be established and if results exceed the limits, automatic help desk tickets are generated for technical staff to take action. This action is intended to be far in advance of the device failing on its own, which will avoid long and costly outages. The HP OpenView product was introduced into the City/County network. Northrop is currently establishing the parameters and performing education. When fully operational, HP OpenView will be able to monitor application response time, device performance, and can potentially show applications that are consuming too much resource. This powerful tool will be a welcome addition to the City/County toolset in that it will certainly enable more responsive service and outage avoidance.

Help Desk call statistics for February 2005 showed a marked improvement over January 2005 results. During the month there were 3858 calls to the help desk. 3,666 of those calls were answered and 70 were abandoned. The result is a service level attainment of 90.4%, which meets Northrop's committed levels of service. The average time to answer

a call in February was 27 seconds compared to 50 seconds in January, which shows improvement in the help desk analysts ability to respond to calls quicker. Some of the responsiveness improvement can be attributed to familiarity with the Siebel tool and the remainder can be attributed to Northrop Grumman ensuring that help desk staffing levels meet the demands of the users.

The Northrop applications support team met all of their Service Levels expectations for the month of February. Out of 33 tickets handled all were well within the response and resolution limits of the Service Levels. Details of the Northrop service queue are listed below.

SIEBEL Queue	Opened	Resolved	Cancelled
3 rd Party	78	55	1
Client Server	21	16	6
DBA	8	8	0
Web	14	15	1
Total Tickets	121	94	8

DAI applications services for the mainframe are listed in the following table. To date, DAI is still unable to enter their own tickets into Siebel.

SIEBEL Queue	Opened	Resolved	Cancelled
January	113	94	5
February	94	60	3

- January Resolved Numbers contain 17 Problems and 77 Service Requests
- Open tickets at the end of January included 4 problems, 8 Service Requests and two Development requests
- February Resolved Numbers contain 14 Problems, 35 Service Requests and one Development request.
- Open tickets at the end of February includes 8 Problems, 28 Service Requests and four Development requests.

As DAI becomes more integrated in the Siebel helpdesk product, the monthly reports will contain additional details regarding service level compliance. The staff of DAI was recently moved to have close proximity with the applications services staff of Northrop Grumman to ensure the support services are co-located together.

Northrop Grumman has been teaming with ISA on the Mayor's Action Center. Several skill and technical issues have been identified and are currently being addressed. Skills are being fortified by offsite classes during the months of February and March 2005. In addition, a technical assessment of the operating environment has been performed. Recommendations are being made to improve the system reliability and responsiveness.

Northrop Grumman has developed over 400 Operations Processes and Procedures for the City/County Information Technology environment. The Processes and Procedures will assist in standardizing the operation to provide quality service. These Processes and Procedures are currently in review with the expectation that the review and associated

updates will be completed in March 2005. This will comprise the base set of Operations Procedures that will be continuously improved and kept current. The repository for these Procedures is the Northrop Grumman Integrated Knowledge Environment (IKE) system. The system is an automated librarian with search capability across all Northrop Grumman entities.

Northrop Grumman made recommendations for "Roaming Profiles" and the fiber ring project to MECA. They continue to work closely with ISA and clients on other recommendations to improve the cost and quality of the service delivered.

Northrop Grumman is currently working with ISA on requirements for the Single Sign on and User Password reset projects. Based on these requirements, a product selection will be made and a pilot performed. The current schedule for the pilot is March 2005. The success of the pilot will determine how to move forward on these important issues.

Northrop Grumman made some leadership changes in the Indianapolis account support team. Tom Tierney, Program Manager, will be the daily interface to ISA for all Northrop Grumman responsibilities. Hernan Vera, Program Director for State and Local Government, will be the Executive liaison to the City/County. Hernan replaces Joe Fay who took a special assignment.

During the next several months, Northrop Grumman will dedicate significant resources to the development of several key deliverables. These deliverables include:

- Quality and Performance Planning workshop
- Completion of the Single Sign on Pilot
- Completion of the Self Password Reset Pilot
- Finalizing the Operations Processes and Procedures Manual
- Finalizing the Disaster Recovery Plan
- Technology Planning workshop

GIS:

ISA's GIS Team attended the 2005 Indiana GIS Conference. This year's theme is "Managing Change" something our team has become very proficient at in the past year. Several ISA team members were featured presenters at the conference – Chuck Carufel, Joe LaCombe, Layne Young, Rick Hammond, Fred Baltrusis, Dave Surina, Dave Mockert, Andy Laudick, Jim Stout, Aralola Akinmade, and Cheryl Spencer.

Web Content Management System:

The content management project for the web continues as scheduled. A List Serve capability is in the final stages of testing and should be implemented very soon.



Service Level Report

Month Ending February 28, 2005

Help Desk and Service Areas 1 and 2



Service Level	Description	Performance Target	Actual	Remarks
Help Desk				
Help Desk Availability				
	Response Time		100%	
	Speed to Answer	90% within 60 seconds	90%	
	Call Abandonment Rate	98% less than or equal to 2%	2.05%	
	E-mail Response Rate	98% within 1 hour		Not implemented
Incident Resolution				
	First Call Resolution	Resolution on first call of Help Desk resolvable issues 75%	78%	
Incident Closure				
	Incident Closure Notice (via e-mail)	98% within 20 minutes		Not implemented
	Root Cause Analysis	99% have monthly written reviews for Sev 1 and Sev 2	100%	
	Recurring Problem	Less than 2% reopened	<1%	
Account Administration				
	New User Accounts (up to 5 per request)	99% within 2 business days	100%	
	New User Accounts (6-20 per request)	99% within 3 business days	100%	
	Password reset	90% within 15 minutes	89.03%	
	Password reset	100% within 45 minutes	95.36%	
	Privilege Changes	95% within 2 business hours	95%	
	Disable User Account	99.9% within 30 minutes	100%	
	Terminate User Account	98% within 4 hours	100%	
Customer Satisfaction				
	Random Follow Up	5% surveyed within 72 hours		Survey to be implemented in March
	Periodic Sample	95% satisfied or very satisfied		Survey to be implemented in March
	Scheduled Survey	95% satisfied or very satisfied		Survey to be implemented in March
Asset Management				
		98% accuracy in database		Not implemented
		IMACs entered within one day		Not implemented
Service Areas 1 and 2				
Incident Resolution				
	Severity 1 - Time to resolve	95% within 1 business hour	100%	
	Severity 2 - Time to resolve	98% within 4 business hours	60%	
	Severity 3 - Time to resolve	98% within 12 business hours	69%	
	Severity 4 - Time to resolve	98% within 16 business hours	61%	
Backup Schedule				
	Daily, Off-site	Four to seven file revisions		Not defined
	Weekly, Off-site	Four to seven file revisions		Not defined
Restoration Services				
	Restore Requests	99% within one business day or within 3 hours if onsite		Not defined
Disaster Recovery				
	Percentage of devices recovered	TBD from Disaster Recovery Plan		TBD
	Time to Recovery	TBD from Disaster Recovery Plan		TBD
	Annual test allowance	TBD from Disaster Recovery Plan		TBD
Deployment				
	Urgent request, single install	95% within one business day	None	
	1-10 in a single request	92% within 10 business days	80%	
	Over 10 in single request	92% within period agreed upon	None	
Equipment Moves (IMAC)				
	Urgent request, single install	98% within 4 hours	None	
	1-10 (with 5 business days notice)	95% within 1 day of scheduled	100%	
	Over 10 in a single request	95% within project plan	None	

ISA February 2005 Financial Report



Expenses as of YTD Feb 05

	2005 ISA Budget by Characters	Feb 05 Actual Expenses	Remaining Balance	% of Char Used
Char 1 - Personnel & Fringes	\$ 3,214,142.00	\$ 400,219.00	\$ 2,813,923.00	12%
Char 2 - Supplies	\$ 73,801.00	\$ 2,151.00	\$ 71,650.00	3%
Char 3 - Other Services *	\$ 26,818,315.00	\$ 918,317.00	\$ 25,899,998.00	3%
Char 4 - Capital & Equipment	\$ 112,167.00	\$ -	\$ 112,167.00	0%
Total budget w/ prior year	\$ 30,218,425.00	\$ 1,320,687.00	\$ 28,897,738.00	4%

* Char 3 includes prior year encumbrances & expenses of \$2,264,114, of which we have paid \$264,114. The remainder will be posted to FAMIS in March 05.

Actual 2005 budget for char 3 = \$24,554,200; overall budget for ISA \$27,954,311.

1. The financial information is compiled from February month end in the FAMIS database.
2. This information does not reflect the \$3,044,001 of accounts payable processed through ISA; which would put us at 14% of budget used for 2005. As of Jan 1st of 2005 all County agencies procedures for processing payments have changed and this has slowed down the processing time. This processing time should improve in a few months.

Revenue as of YTD Feb 05

	2005 ISA Budgeted Revenue	Feb 05 Actual Revenues	Anticipated Revenue for 2005	% of Actual Collect vs. Budget
Chargeback / Pass Thru				
City	\$ 11,917,965.00	\$ 1,765,409.00	\$ 10,152,556.00	15%
County	\$ 13,213,242.00	\$ 1,131,033.00	\$ 12,082,209.00	9%
Other (Outside Agencies)	\$ 115,437.00	\$ 44,281.00	\$ 71,156.00	38%
Telephones				
City	\$ 1,429,665.00	\$ 225,673.00	\$ 1,203,992.00	16%
County	\$ 939,070.00	\$ 140,683.00	\$ 798,387.00	15%
Other (Outside Agencies)	\$ 109,021.00	\$ 14,335.00	\$ 94,686.00	13%
Imagis	\$ 527,404.00	\$ 157,000.00	\$ 370,404.00	30%
Misc Revenue	\$ -	\$ 1,534.00		
Total Revenue	\$ 28,251,804.00	\$ 3,479,948.00	\$ 24,771,856.00	12%



IT Team Charter - DRAFT

3/11/2005

Vision: All IT decisions are made in the best interest of the enterprise.

Missions: The IT Team is a working body that represents the City of Indianapolis - Marion County to the CIO by participating in the formulation of IT policies, standards and procedures, and assisting in the development of the overall IT plan.

The team is chartered to represent the needs of the departments and agencies to ISA to insure that the decisions made by ISA are in the best interest of the enterprise.

Tasks: The IT Team has the following activities:

1. Participate in the development of technology standards and policies.
2. Communicate the IT strategy to respective City and County departments and agencies.
3. Provide input into the IT budget plan.
4. Participate in and provide input to the development of RFPs and the selection of vendors for enterprise reaching projects.
5. Provide input into IT contract terms and service level agreements.
6. Review major IT projects and IT opportunities as needed.
7. Assist the Information Services Agency in creating and maintaining a master IT plan for the entire enterprise.
8. Monitor and encourage the exploration of current/emerging IT technologies and provide forums where departments/agencies can benefit from this research.
9. Make recommendations to the CIO regarding department or agency IT initiatives that are outside established IT standards.

Team Composition: The team is comprised of City and County representatives from a variety of departments and agencies within the enterprise.

Quorum: A quorum of the IT Team shall be a majority of the members.



IT Team Progress Update

- **Standards Committee Established**
- **Marion County Sheriff Department Document Imaging Project**
- **Proposed IT Disaster Recovery Plan**



ENHANCED ACCESS REVIEW COMMITTEE / IT BOARD

CIVICNET DIRECTOR'S REPORT *January/February 2005*

CONTENTS

<u>CIVICNET HIGHLIGHTS</u>	3
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PROJECT REPORT

<i>Active Project Status</i>	4
<i>Pending/On Hold Project Status</i>	5

CIVICNET PERFORMANCE

<i>CivicNet Financial Statement</i>	6
<i>Civicnet Adjusted Gross Revenue History</i>	7
<i>Transaction Summary Information and History</i>	8
<i>Transaction Activity Detail</i>	9
<i>Subscription Information</i>	11

IN CLOSING

<i>Closing Statement</i>	11
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CIVICNET HIGHLIGHTS

Reminder: Financial data is reported on a one-month delay. This means that financials for February 2005 will be detailed in the report distributed in April 2005.

In January, CivicNet deployed the Marion County Sheriff's Department Real Estate Sold List. This service provides information on the properties that sold from the monthly auctions. This application offers enhanced convenience to companies and individuals who make repeated requests to MCSD and the Clerk's Office.

The Bid Package Download administrative screens for the Purchasing Division were deployed in February. The administrative functions allow the Purchasing Division to convert to the content management system and provide users a hyperlink to the bid package download service. Without the administrative screens, users could gain access to bid packages not authorized for download by the Purchasing Division.

January and February saw enhancements to seven existing services, including an upgrade to online electrical permits, which was deployed in January. This enhancement allows users to choose appropriate options for their submission, helping to eliminate user errors.

Civil and Criminal Court Searches and Property Searches were enhanced with the addition of a 'search again' button to the bottom of the results page, thus preventing the user's browser from submitting billing information multiple times on the same search. The new look and feel templates were also added to the Criminal Court Search screens and the Marion County Clerk's logo and name were added to the search result pages.

The marriage license search was simplified by providing a single search interface to the two different data sources available for marriage records. Previously, users were required to select the corresponding year-range for their search from two possible search services. Marriage records before 1990 are located on the mainframe, while marriage records after 1990 are in a database environment.

The end-of-month permit billing reports are now automatically generated for the Division of Compliance as well as the donor list for Animal Care and Control from online donations.

Jan/Feb at a Glance

Transactions **60,828**
Subscribers..... **2,535**
Statutory Funds Collected..... **\$567,269**

Project Highlights

MCSD Real Estate Sold List. ***Deployed***
Marriage License Upgrade. .. ***Deployed***
Criminal Record Search upgrade
..... ***Deployed***
Bid Package Administrative Screens
..... ***Deployed***
Property Owner Permits ***Development***

Marketing

DPW Earth Day Promotional
Materials... .. ***Development***

Redesign of ACCD brochure...
..... ***Development***

Marketing Planning for Court Records
... .. ***Development***

Market Research for Property Owner
Permit Service... .. ***Development***

ACTIVE PROJECTS 2005

PROJECT	AGENCY	NOTES	STATUS	DATE
Electrical Permit Upgrade	Division of Compliance	Upgrade options to prevent permit cancellations from user errors. Deployed 1/4/05.	Deployment	02/28/05
Civil Court Searches Upgrade	Marion County Clerk's Office	Add back button feature to prevent double billing by individual browsers. Deployed 1/12/05.	Deployment	02/28/05
Permit Billing EOM reports	Division of Compliance	Enhancement to existing service for billing reports to generate automatically. Deployed 1/13/05.	Deployment	02/28/05
MCSD Real Estate List Sold properties	MCSD	Provide list of properties sold from each month foreclosure list. Deployed 1/18/05.	Deployment	02/28/05
Property Search Upgrade	Marion County Treasurer's Office	Provide back button feature to prevent double billing by individual browsers. Deployed 1/31/05.	Deployment	02/28/05
Online Animal Care and Control Donation	Animal Care and Control	Generate automatic list of donor's for EOM report. Deployed 2/8/05.	Deployment	02/28/05
Bid Package Download Admin Screens	Purchasing Division	Develop admin screens for link to bids that are available online. Deployed 2/17/05	Deployment	02/28/05
Marriage License Upgrade	Marion County Clerk's Office	Provide one link to search mainframe and database. Deployed 2/21/05.	Deployment	02/28/05
Criminal Court Records Upgrade	Marion County Clerk's Office	Provide back button feature to prevent double billing by individual browsers. Deployed 2/21/05.	Deployment	02/28/05
Online Inspection Request – Master	Division of Compliance	Provide online request for permit inspection.	Testing	02/28/05
Special Permits Upgrade	Controller's Office	Migrate to the new versin of the service and move SSL	Testing	02/28/05
CivicNet homepage merger with IndyGov	ISA	Merge CivicNet services with the IndyGov services page.	Development	02/28/05
Property Owner Permits Online	Division of Compliance	Allow property owners to submit request and receive permits online.	Development	02/28/05
JJISS Expansion	Juvenile Justice	Expand JJISS to township schools (Wayne, Decatur, and Franklin).	Development	02/28/05
Incident Reports Web Service	IPD	Connect to IPD through a Web service, replacing server upload.	Development	02/28/05

PENDING/ON-HOLD PROJECTS

<i>PROJECT</i>	<i>AGENCY</i>	<i>NOTES</i>	<i>STATUS</i>	<i>DATE</i>
Property Tax Payments	Treasurer's Office	Online property tax payments.	On Hold until after the election	02/28/05
Oversize/Overweight Permits	Division of Compliance	Provide online request and approval for permit	TBD	02/28/05
Online Pet Adoption	Animal Care and Control	Provide service for online pet adoption and fee collection	TBD	02/28/05
Recorded Document Look up/Retrieval	Recorder's Office	Service Re. Approved 3/13/03. Agency agreements pending	On Hold	02/28/05
Permit Expiration Notification	Division of Compliance	Provide notification to contractors on expiration of open permits	TBD	02/28/05
Downloadable 911 Call Recordings	MECA	Initial requirements gathered. Internal dependencies to determine project going forward	On Hold	02/28/05
Online Child Support Payments	Clerk's Office	Provide 24 hour service for online payments via credit card	On Hold	02/28/05
Tax Sale	Auditor's Office	Provide tax sale property information for sold properties by parcel number.	TBD	02/28/05
Bulk Property Look Up	Treasurer's Office	Provide bulk property look up for large customers through a batch service. Requests are currently processed manually by Treasurer's Clerks.	TBD	02/28/05

CIVICNET FINANCIALS – JANUARY 2005*

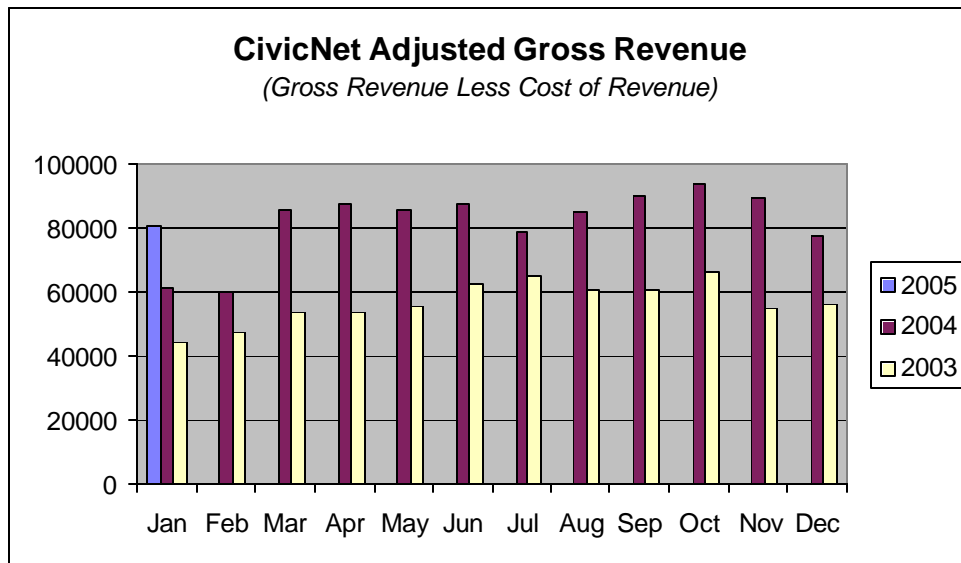
	Jan 2004	Jan 2005	YTD 2005
Revenues	\$74,803	\$93,395	\$93,395
Cost of Revenues	\$13,024	\$12,778	\$12,778
Adjusted Gross Revenue	\$61,779	\$80,617	\$80,617
Operating Expenses	\$29,993	\$33,571	\$33,571
Net Income/Loss – Before Taxes	\$31,786	\$47,046	\$47,046
Income Tax (Fed.,State,Deferred)	\$17,765	\$18,921	\$18,921
Net Income/Loss	\$14,021	\$28,125	\$28,125
Enhanced Access Revenue Share	\$1,236	\$1,612	\$1,612

PLEASE NOTE:

**Financial data is not available as early in the month as other stats, and is reported on a one-month delay. January 2005 financials are included in this report; financials for February 2005 will be reported in April.*

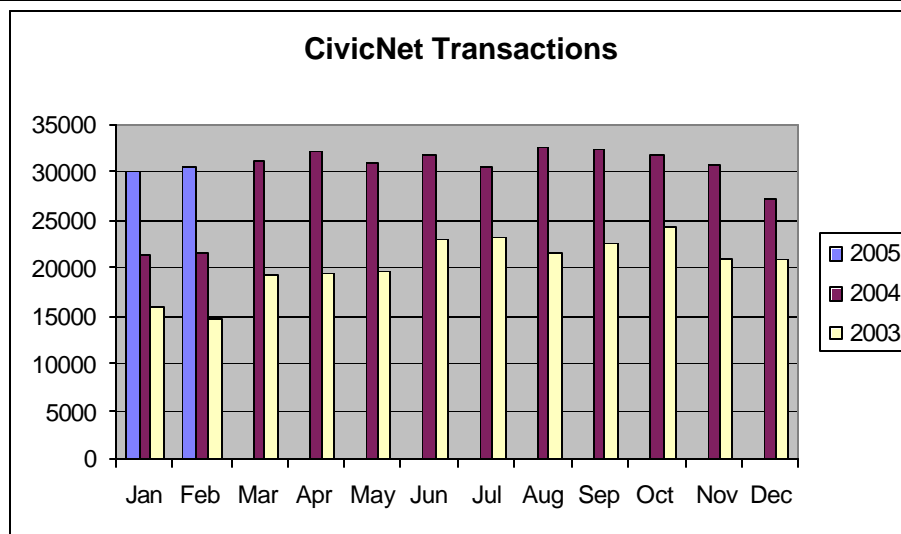
CIVICNET ADJUSTED GROSS REVENUE HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005	80617											
prior month % change	3.9%											
prior year % change (2003)	30%											
2004	61779	60322	85436	87365	85564	87422	78678	84832	90264	93625	89564	77603
prior year % change (2001)	40%	28%	60%	63%	54%	39%	20%	40%	48%	41%	65%	38%
2003	44161	47125	53343	53698	55494	62754	65480	60696	60846	66538	54416	56071



2004 TRANSACTIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005	30175	30653										
prior month % change	10.1%	1.6%										
prior year % change (2003)	40.4%	41.5%										
2004	21486	21660	31264	32215	31009	31785	30609	32637	32477	31860	30778	27408
prior year % change (2001)	34%	46%	62%	65%	57%	38%	32%	51%	44%	31%	46%	32%
2003	15987	14816	19295	19467	19756	22950	23251	21562	22554	24294	21052	20803



CIVICNET TRANSACTION HISTORY

	1997	1998	1999	2000	2001	2002	2003	2004	2005
January		3,880	6,239	12,613	17,543	14,718	15,987	21,486	30,175
February		3,608	7,507	12,819	15,835	14,165	14,816	21,660	30,653
March		3,154	9,523	14,964	18,233	15,038	19,295	31,264	
April		5,502	10,009	13,543	17,089	17,597	19,467	32,215	
May		5,503	9,918	15,481	18,057	17,819	19,756	31,009	
June		6,125	10,482	15,803	15,191	17,474	22,950	31,785	
July		7,529	11,277	17,306	15,544	18,890	23,251	30,609	
August		6,875	12,264	19,269	19,114	20,407	21,585	32,637	
September		6,412	13,676	17,116	14,513	18,801	22,554	32,477	
October		7,539	13,628	17,437	18,627	22,387	24,294	31,860	
November		7,437	15,109	18,021	18,974	18,247	21,052	30,778	
December	4,813	6,375	12,656	13,776	12,248	15,056	20,803	27,408	
Totals	4,813	69,939	132,288	188,148	200,968	210,599	245,810	355,188	60,828
Growth/ prev. year		1353.1%	89.1%	42.2%	6.8%	4.8%	16.7%	44.5%	

2004 TRANSACTIONS ~ ACTIVITY DETAIL

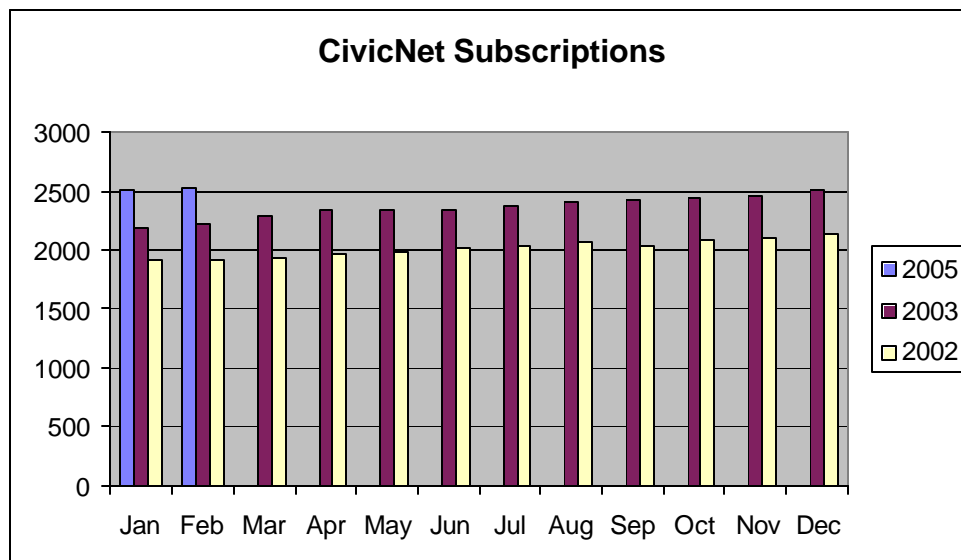
2004 ACTIVITY	Fee	January-04			February-04			Year -To-Date		
		Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev
Criminal Court Services										
Name Search Sub	\$2.00	9673	\$0.00	\$19,346.00	10331	\$0.00	\$20,662.00	20004	\$0.00	\$40,008.00
Name Search CC	\$3.06	496	\$0.00	\$1,517.76	459	\$0.00	\$1,404.54	955	\$0.00	\$2,922.30
Case Summary Sub	\$5.00	1897	\$0.00	\$9,485.00	2140	\$0.00	\$10,700.00	4037	\$0.00	\$20,185.00
Case Summary CC	\$6.12	130	\$0.00	\$795.60	171	\$0.00	\$1,046.52	301	\$0.00	\$1,842.12
Party Booking Sub	\$5.00	158	\$0.00	\$790.00	128	\$0.00	\$640.00	286	\$0.00	\$1,430.00
Party Booking CC	\$6.12	32	\$0.00	\$195.84	22	\$0.00	\$134.64	54	\$0.00	\$330.48
Total		12386	\$0.00	\$32,130.20	13,251	\$0.00	\$34,587.70	25637	\$0.00	\$66,717.90
Civil Court Services										
Case Summary Sub	\$5.00	3155	\$0.00	\$15,775.00	3162	\$0.00	\$15,810.00	6317	\$0.00	\$31,585.00
Case Summary CC	\$6.12	249	\$0.00	\$1,523.88	277	\$0.00	\$1,695.24	526	\$0.00	\$3,219.12
Judgments Sub	\$3.00	811	\$0.00	\$2,433.00	1030	\$0.00	\$3,090.00	1841	\$0.00	\$5,523.00
Judgments CC	\$4.08	30	\$0.00	\$122.40	44	\$0.00	\$179.52	74	\$0.00	\$301.92
Summons	\$1.00	1479	\$0.00	\$1,479.00	1754	\$0.00	\$1,754.00	3233	\$0.00	\$3,233.00
Tax Warrant	\$1.00	1040	\$0.00	\$1,040.00	1342	\$0.00	\$1,342.00	2382	\$0.00	\$2,382.00
Tax Satisfaction	\$1.00	482	\$0.00	\$482.00	668	\$0.00	\$668.00	1150	\$0.00	\$1,150.00
Traffic Tickets	varies	510	\$70,466.00	\$1,929.52	424	\$58,877.00	\$1,610.02	934	\$129,343.00	\$3,539.54
Clerk's Office OTC System CC	varies	236	\$38,743.40	\$1,015.59	334	\$66,055.80	\$1,661.80	570	\$104,799.20	\$2,677.39
Total		7992	\$109,209.40	\$25,800.39	9035	\$124,932.80	\$27,810.58	17027	\$234,142.20	\$53,610.97
Permit Services										
ROW	\$3 & \$1	379	\$26,838.00	\$1,305.00	390	\$22,482.60	\$1,396.00	769	\$49,320.60	\$2,701.00
Electrical	\$3.00	152	\$25,027.00	\$612.00	175	\$14,066.73	\$700.00	327	\$39,093.73	\$1,312.00
Heating & Cooling	\$3.00	290	\$7,950.68	\$1,160.00	268	\$8,305.15	\$1,072.00	558	\$16,255.83	\$2,232.00
Plumbing	\$3.00	119	\$6,948.77	\$476.00	137	\$4,962.39	\$548.00	256	\$11,911.16	\$1,024.00
Sewer	\$3.00	88	\$6,375.00	\$352.00	108	\$7,950.00	\$432.00	196	\$14,325.00	\$784.00
Electrical self-c tags	\$3.00	2	\$210.00	\$6.00	8	\$1,756.00	\$24.00	10	\$1,966.00	\$30.00
Structural	\$3.00	3	\$139.46	\$12.00	5	\$374.13	\$20.00	8	\$43.81	\$32.00
Master	\$10.00	36	\$12,229.12	\$360.00	20	\$5,060.46	\$200.00	56	\$17,289.58	\$560.00
Div. of Compliance OTC System CC	varies	187	\$42,263.38	\$1,036.01	165	\$32,455.10	\$817.40	352	\$74,718.48	\$1,853.41
General Contractor License Renewal	varies	89	\$18,080.00	\$633.94	23	\$5,700.00	\$184.38	112	\$23,780.00	\$818.32
Total		1345	\$146,061.41	\$5,952.95	1299	\$103,112.56	\$5,393.78	2644	\$249,173.97	\$11,346.73

Property Enformation										
Property Records	\$3.00	4069	\$0.00	\$12,207.00	2847	\$0.00	\$8,541.00	6916	\$0.00	\$20,748.00
Prop Records CC	\$4.08	388	\$0.00	\$1,583.04	354	\$0.00	\$1,444.32	742	\$0.00	\$3,027.36
Prop Owner History	\$1.00	752	\$0.00	\$752.00	744	\$0.00	\$744.00	1496	\$0.00	\$1,496.00
Prop Owner Hx CC	\$2.04	132	\$0.00	\$269.28	132	\$0.00	\$269.28	264	\$0.00	\$538.56
Parcel History	\$1.00	151	\$0.00	\$151.00	123	\$0.00	\$123.00	274	\$0.00	\$274.00
Parcel Hx CC	\$2.04	31	\$0.00	\$63.24	29	\$0.00	\$59.16	60	\$0.00	\$122.40
MCSD Sale - Big	\$13.00	8	\$80.00	\$24.00	15	\$150.00	\$45.00	23	\$230.00	\$69.00
MCSD Sale - Small	\$3.00	11	\$22.00	\$11.00	5	\$10.00	\$5.00	16	\$32.00	\$16.00
MCSD Sale - Big CC	\$14.28	72	\$720.00	\$293.76	83	\$830.00	\$338.64	155	\$1,550.00	\$632.40
MCSD Sale - Small CC	\$4.08	18	\$36.00	\$37.44	19	\$38.00	\$39.52	37	\$74.00	\$76.96
MCSD Property Sold List	\$12.00	7	\$70.00	\$14.00	1	\$10.00	\$2.00	8	\$80.00	\$16.00
MCSD Property Sold List CC	\$13.26	14	\$140.00	\$45.64	11	\$110.00	\$35.86	25	\$250.00	\$81.50
Total		5653	\$1,068.00	\$15,451.40	4363	\$1,148.00	\$11,646.78	10016	\$2,216.00	\$27,098.18
Police/Sheriff Reports										
Limited Criminal History Report	\$15.00	71	\$710.00	\$355.00	131	\$1,310.00	\$655.00	202	\$2,020.00	\$1,010.00
Incident-IPD	\$6.00	267	\$1,335.00	\$267.00	254	\$1,270.00	\$254.00	521	\$2,605.00	\$521.00
Incident-IPD CC	\$7.14	80	\$400.00	\$171.20	70	\$350.00	\$149.80	150	\$0.00	\$321.00
Incident-MCSD	\$6.00	281	\$1,405.00	\$281.00	267	\$1,335.00	\$267.00	548	\$2,740.00	\$548.00
Incident-MCSD CC	\$7.14	92	\$460.00	\$196.88	61	\$305.00	\$130.54	153	\$0.00	\$327.42
IPD OTC System CC	varies	216	\$16,295.00	\$546.22	220	\$16,900.00	\$562.40	436	\$33,195.00	\$1,108.62
Accident - Sub	\$6.00	1345	\$6,725.00	\$1,345.00	1279	\$6,395.00	\$1,279.00	2624	\$13,120.00	\$2,624.00
Accident - IPD CC	\$7.14	40	\$200.00	\$85.60	41	\$205.00	\$87.74	81	\$405.00	\$173.34
Accident -MCSD CC	\$7.14	49	\$245.00	\$104.86	31	\$155.00	\$66.34	80	\$400.00	\$171.20
Total		2441	\$27,775.00	\$3,352.76	2354	\$27,865.00	\$3,297.74	4795	\$55,640.00	\$6,650.50
Miscellaneous Services										
Corp Counsel Parking Tickets	varies	232	\$4,885.00	\$334.34	235	\$4,675.00	\$333.20	467	\$9,560.00	\$667.54
ACCD Online Donations	varies	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00
ACCD OTC System CC	varies	111	\$6,346.00	\$240.14	106	\$6,251.00	\$233.14	217	\$12,597.00	\$473.28
Wayne Twp OTC System CC	varies	7	\$1,149.86	\$30.14	4	\$883.26	\$21.74	11	\$2,033.12	\$51.88
Wayne Twp EMS Training Registration	varies	8	\$727.28	\$22.72	6	\$1,180.28	\$29.72	14	\$1,907.56	\$52.44
Total		358	\$13,108.14	\$627.34	351	\$12,989.54	\$617.80	709	\$26,097.68	\$1,245.14
Subscription Revenue										
New/Renewal	varies		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00
Grand Totals		30175	\$297,221.95	\$83,315.04	30653	\$270,047.90	\$83,354.38	60828	\$567,269.85	\$166,669.42

Note: Shaded Ci/Co Revenue line items are not accounted as gross revenue by Civicnet

2004 SUBSCRIPTION TOTALS/HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005	2509	2535										
prior month % change	0.2%	1.0%										
prior year % change (2003)	14.5%	13.6%										
2003	2191	2232	2294	2335	2344	2342	2382	2411	2433	2447	2469	2505
prior year % change (2001)	14%	5.4%	5.4%	2.7%	4.1%	3.7%	2.8%	3.6%	2.3%	2.5%	3.6%	1.8%
2002	1917	1915	1943	1965	1987	2029	2046	2081	2044	2097	2114	2141



IN CLOSING

Please don't hesitate to contact me regarding the Director's Report. Comments and questions are always welcome!

Respectfully submitted,

Laura Lindenbusch
 Director
 233-2381
laura@civicnet.net

**Enhanced Access Board Review Committee
March 9, 2005**

MINUTES

Attendees: Chuck White, Controller's Office – Chairman; Marty Womacks, the Marion County Auditor; Cindy Land, representing the Marion County Treasurer; Andy Fraizer, representing the Mayor's Office; Kathy Price, representing the Township Assessors; Andy Swenson, representing the Department of Metropolitan Development; Arleen Acton, CivicNet; Laura Lindenbusch, CivicNet; Paul Belch, Office of Corporation Counsel; Ahmed Soliman, ISA; and Nadeen Biddinger, ISA.

Minutes: The February minutes were approved by consensus after a correction on the spelling of Andy Fraizer's name.

Waiver of Fee Requests: Clayton Judicial Circuit Court (Georgia) The request was for criminal court records. This request should be subject to further discussions with the Clerk. Andy Fraizer made a motion to table, seconded by Andy Swenson and motion was approved.

Fathers and Family Resource/Research Center, Inc. This request was of a similar nature and Andy Swenson made a motion to table this request pending discussions about Access Indiana's ability to provide services. He also suggested if this organization couldn't get a waiver from the State, the request should come back to this Committee for consideration. Motion was seconded by Andy Fraizer and approved.

Tippecanoe County Probation This request was for criminal records. Andy Fraizer moved to approve access pending approval of the custodial agency, and limit the number of users to three. Motion was seconded by Andy Swenson and approved.

Vigo County Last month the committee asked for more information. Andy Fraizer moved to grant sixty days temporary access based on custodial agency approval. Motion was seconded by Andy Swenson and approved.

Bloomington Housing Authority This request is pending the custodial approval. Nadeen Biddinger will seek permission of the IPD and MCSD portion of the information. The issue will be revisited in April after approval.

CivicNet Report: The report was distributed electronically and it was noted the activity in the past couple of months was rather heavy compared to prior years.

Laura Lindenbusch said they are talking to the Treasurer's office about providing bulk property records again and making them available in this format. The details are being researched.

CivicNet has been working with Ahmed Soliman on retooling the e-commerce services from the IndyGov site, how to blend the two sites and rebranding the whole site.

NIC is preparing their annual report and they are focusing on the experience of end users. They chose CivicNet for the Permitting Services. Two weeks ago they interviewed someone with C. P. Morgan and received their perspective on the services provided.

As a result of a request from the Review Committee, Arleen Acton distributed a report of accounts that receive fees waived. This report will be reviewed and discussed at the next committee meeting.

Treasurer's Report: Ms. Land distributed a report to the Review Committee indicating there was a balance in the fund of \$419,026.60 with no outstanding liabilities.

Andy Swenson brought up the subject of disbursement of funds scheduled is to occur in the March-April timeframe. The agencies that have funds on deposit (Clerk, Recorder, Treasurer, etc.) are to send a report to the Review Committee before funds are released. Nadeen Biddinger and Cindy Land will work on the list of eligible agencies and the amounts due, and Nadeen will contact the appropriate departments to obtain the report.

Next Meeting Date: April 13, 2005 at 3:30 PM in Room 224

There being no further business, the meeting was adjourned at 4:30 PM.

Respectfully submitted,

Nadeen Biddinger

ATTACHMENT A

This document is "Attachment A" to the Services Agreement (hereinafter referred to as "Agreement"), entered into by and between **City of Indianapolis, Information Services Agency** (hereinafter referred to as "City"), and **Crowe Chizek and Company LLC**, (hereinafter referred to as "Contractor").

SCOPE OF SERVICES

SCOPE OF WORK

Contractor agrees to provide the requirements set forth below. Contractor agrees to provide additional tasks as agreed upon in writing in advance by City and Contractor. City and Contractor agree that any modifications to these and any additional tasks shall be agreed to in writing by City and Contractor.

IT Strategic Plan Objectives

Contractor will develop a Three Year Enterprise Information Technology Strategic Plan (the "Plan") to clearly define vision and direction for future IT investments and include an efficient method of delivery for sustained planning, support, staffing and personnel training. This Plan will also identify enterprise-wide initiatives and a recommended timeline in order to prioritize projects to maximize the most benefit.

IT Strategic Plan Approach

The approach will include the following groups:

1. Consultant Role: Contractor's responsibilities will include facilitating and coordinating meetings with the key decisionmakers of all departments, courts, and agencies listed in Appendix C, attached hereto and incorporated herein. From the data collection, Contractor will provide an analysis, evaluate processes and produce a written and electronic Three Year IT Strategic Plan. The ISA Business Relationship Managers (the "BRMs") and the steering committee listed below will work with the consultant to identify the key decision makers in each department, court, and agency.
2. ISA Business Relationship Managers: The BRM's will work in cooperation with the Contractor to gather the requirements and data to enable the Contractor to create the Plan.
3. CIO and ISA: The CIO will appoint a steering committee of four Deputy Directors and the CFO to work with the Contractor and review direction and analysis to ensure the processes will meet the needs of the enterprise.
4. Technical Team: The sourcing partners now providing day-to-day service to the City and County will supply technical review and guidance as appropriate or required by the consultant.

5. Information Technology Team: The IT Team will review the draft Strategic Plan and provide feedback to the consultant. The IT Team will also make recommendations for adoption to the IT Board.
6. Information Technology Board: The IT Board will adopt the Strategic Plan which will establish criteria to guide technology investment and future funding allocations. The IT Board will give final review and approval of the plan before it is submitted to the City and County participants.

In order to accomplish the above tasks, Contractor will work with the CIO and BRMs to research and discuss information necessary to develop the Plan., At a minimum, Contractor will:

1. Review background information on the City/County including reports, budget documentation, any department-specific business plans and other documentation provided.
2. Collect data in focus group sessions in coordination with the BRMs from those departments, agencies and courts who are the customers of information technology in the city and county.
3. Review and/or collect data on major applications, processes and technologies as necessary for assessment.
4. Meet several times per week with the appropriate BRMs to obtain background on customer agencies and review results of focus group sessions.
5. Meet weekly with the CIO, CFO and Deputy Directors to discuss approach and activities.

Contractor will submit all data gathered via surveys, notes, reports, or interviews and the Information Technology Strategic Plan in writing and electronically to City. A final bound report (Final Three Year IT Strategic Plan) and one (1) CD inclusive of all information from above, an executive summary and recommended implementation schedule detailed by years one, two and three must be submitted to City as a condition of the successful completion of this project and City's Final Acceptance of the work.

The report will recommend the business strategies to be supported and detail a timeframe for implementation. The elements of the Plan dependent on ISA involvement should be indicated, with a timeline for each strategy. The Plan will be written in a fashion to provide clear guidance to be used in an Application Architecture Study performed later in 2005 to simplify and standardize the application development framework, process and infrastructure. The Architectural Strategy will provide a plan for the future integration, standardization, and consolidation of heterogeneous applications and environments.

The Plan will consist of the following minimum components:

- 1) A narrative explaining the context of, and process used, to arrive at the plan;

- 2) An explanation of the organizational scope to be encompassed by the plan;
- 3) A listing of the business priorities to be addressed by the plan;
- 4) Identification of targets for leveraging existing toolsets;
- 5) Identification of the IT projects to be included in the plan;
- 6) A high level project plan and schedule for completing the projects in the plan;
- 7) Identification of the requirements for continuing day-to-day operational support;
- 8) Identification of the resources and funding necessary to complete the plan; and
- 9) An executive summary.

Contractor shall comply with the following schedule for completion of tasks, unless otherwise agreed to in writing in advance by City and Contractor:

March 14, 2005	Contractor will begin activities to collect data.
May 16, 2005	First Draft of Strategic Plan and recommendations due to the Information Services Agency in electronic format.
First Week of June, 2005	Contractor will facilitate a retreat with the IT Board to obtain feedback on the recommendations.
June 10, 2005	Other recommendations and feedback to be received from ISA and the IT Team.
July 5, 2005	Final Version of the Three Year Strategic Plan presented to the IT Team.
July 19, 2005	Final Version of the Three Year Strategic Plan presented to the IT Board.

Agreed and entered into by:

City:

Contractor:

 Information Services Agency
 By David Mockert
 Interim Chief Information Officer

Date: _____

Date: _____

ATTACHMENT B

This document is "Attachment B" to the Services Agreement (hereinafter referred to as "Agreement"), entered into by and between **City of Indianapolis, Information Services Agency** (hereinafter referred to as "City"), and **Crowe Chizek and Company LLC** (hereinafter referred to as "Contractor").

Fees

City agrees to compensate Contractor for work performed under this agreement, as follows:

Phase	Begin	Complete	Hours	Investment
Prepare	14-Mar	18-Mar	10	\$ 2,585
Initiate	21-Mar	23-Mar	16	\$ 2,859
Assess	23-Mar	29-Apr	135	\$ 25,601
Formulate	29-Apr	20-Jun	266	\$ 49,018
Plan	21-Jun	29-Jul	215	\$ 39,404
Total			642	\$ 119,467



RESOLUTION #05-08

INFORMATION TECHNOLOGY BOARD

Whereas, the Information Services Agency (ISA) determined that it is important for the City/County to develop and implement a comprehensive Three Year Strategic Technology Plan as a core component of the outsourcing initiative and ISA's internal reorganization, and

Whereas, Industry Best Practices maintain that seeking outside assistance allows for better perspective and broader scope than if the plan were to be developed internally, and

Whereas, ISA issued a Request for Services to a group of pre-qualified vendors asking for plans that would outline and describe approach, methodology and pricing for the development of a strategic plan, and

Whereas, four vendors submitted responses to the Information Services Agency's request, and these were reviewed by a team comprised of representatives from ISA and the City and County, and

Whereas, the response submitted by Crowe Chizek and Company LLC was rated the highest by the review committee, both for a strategic vision closely aligned with the goals of the Information Services Agency, including initiatives aimed at encouraging local and minority participation, and for providing a valuable service at a reasonable price.

NOW THEREFORE BE IT RESOLVED, the Information Technology Board authorizes the Chief Information Officer to execute a contract in the amount of \$119,467 for the development and delivery of a 3-year Strategic Technology Plan.

Robert J. Clifford, Chairman
Information Technology Board

Martha Womacks, Secretary
Information Technology Board

March 15, 2005

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	Notes
12/17/2004	ISA	SMARTNET 1MONTH	SBC		24,916.00	ISA	ONE MONTH EXTENSION
2/16/2005	MCSD	Frame Relay Circuit to 5623 W. 73rd. Street (Sheriff's Department)	SBC	3,780.00	13,860.00	ISA-Chargeback	
3/3/2005	ISA	Professional Services Agreement for Management Consulting Services	Allegient, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Daniels Associates, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Management Consulting Services	Crowe Chizek and Company	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Etchasoft Incorporated	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	HAS, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Haverstick Consulting, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	L-3 Communications Government Services, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Metropolitan Technology Group,	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Professional Data Dimensions	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	PJN Consulting, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Premis Consulting Group	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Rapidigm	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Sterling Creek Software, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Tier1 Innovation, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/8/2005	ISA	Professional Services Agreement for Information Technology Services	Technology Partnership Group Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services